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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC:

We are long time Sonic customers in Northern California. Sonic is a local internet provider, the kind of business we would like to see more of. They are customer friendly, they are not afraid to show where they are, a picture of their building where local people actually work and speak English as a first language is shown! It is a real service, diametrically opposed to the many horror stories of AT&T "service", where no one speaks English well enough to talk technical details, where there is no known local address where these people work!

It is not a secret that AT&T makes dealing with their accounting system a nightmare! They have promised my wife they would institute a change in her account as was agreed upon by both parties. It has taken AT&T many months to effect that change with their routine lying about it having been made month after month. In her frustration, she has filed several complaints with the FCC which may have worked temporarily and occasionally.

In our opinion the enormous size of AT&T has not made it more customer friendly or efficient, only more arrogant. We want the competition which smaller providers give to us!

Please do not allow the industry giants to control what will happen, let the competition show AT&T what can be done for customers!

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